

City of Chattanooga, TN
Personnel Class Specification

CLASS CODE 1015

FLSA: Non-Exempt

CLASSIFICATION TITLE: OFFICE MANAGER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide for efficient office operations and to give clerical and secretarial support to the assigned department.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Answers telephones and provides information; takes/relays messages, or directs calls as appropriate; responds to public inquiries/problems by phone or in person; may also monitor and relay messages and orders using a two-way radio or other electronic system.

Trains employees; screens, recommends and may hire prospective employees; conducts staff meetings.

Receives, reviews and enters data; establishes and maintains filing and data entry systems.

Maintains and processes accounting functions for department; processes and reviews purchase, maintenance and work orders, invoices, and vouchers; calculates and prepares customer invoices; accepts payments and issues receipts; prepares and delivers deposits as required; may pay invoices or vouchers; may reconcile ledgers or accounts.

Calculates, prepares, reviews, adjusts, and processes payroll, payroll reports, and related items; prints time sheets; processes and maintains employee data and records; assists employees with personnel issues; maintains leave and personnel records.

Opens, sorts and distributes mail; receives and distributes paperwork and facsimiles; prepares outgoing mail, facsimiles, and parcels.

Maintains department supplies and equipment; requisitions maintenance for department equipment; reviews products for department use and makes recommendations; obtains price quotes for department equipment, uniforms, and supplies; places, receives and processes orders; prepares, audits, and codes purchase orders; arranges for deliveries, distribution, and installation of materials and supplies.

Types, proofreads, copies, prints, files, posts, logs, and/or transmits documents; transcribes tapes or documents; disposes of materials and records.

Processes reports, applications, tests, licenses, permits, tickets, violations, citations, specifications, certifications, new services/projects, service/project cancellations, inspections, requests, changes, updates, or other related department functions.

May serve as witness or notary public to documents, signatures, or activities.

Assembles and prepares department reports; monitors and processes all required certifications and renewals as required for the department; coordinates with other department or government agencies in department functions.

Reviews and performs work to ensure all department functions are within guidelines and regulations; completes standard reports and forms for submittal to government agencies in compliance with applicable laws and ordinances; keeps office personnel informed of changes in regulations or policies.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by three (3) to five (5) years previous experience and/or training that includes secretarial and computer experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.